GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1269
ANSWERED ON:27.10.2008
SHORTAGE OF SKILLED STAFF
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the working of Post Offices in the country has been severely affected owing to the shortage of skilled staff;

(b) if so, the details thereof and the reaction of the Government thereto; and

(c) the steps taken/being taken by the Government to remove the said shortage and modernise the Post Offices in view of the increasing workload and changing work scenario alongwith the success achieved therein?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA M. SCINDIA)

(a) No, Sir.

(b) Does not arise in view of (a) above.

(c) The changing work scenario and work load in post offices is being managed through induction of technology and updating staff skills by focused training programmes in various training centres. Computerisation and modernization of post offices has resulted in reduction in transaction time at the counters, facilitated introduction of technology base products and services and increased staff productivity and customer satisfaction. As on 31.03.2008, there are 9639 post offices which have been computerized.